IOT Incident Management Report
February 2017

Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	**3,387**	**3,064**	90.5%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	**8,028**	**8,023**	99.9%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	**2323**	**2233**	96.1%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	**1002**	**952**	95.0%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	**12735**	**12111**	95.1%
Account Management	Resolved within 8 IOT Business Hours	**6864**	**6783**	98.8%
Applications	Resolved within 16 IOT Business Hours	**2309**	**2119**	91.8%
Data Management	Resolved within 32 IOT Business Hours	**451**	**429**	95.1%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	**277**	**247**	89.2%
Hardware	Resolved within 40 IOT Business Hours	**1764**	**1652**	93.7%
Network	Resolved within 40 IOT Business Hours	**106**	**94**	88.7%
Operating System	Resolved within 24 IOT Business Hours	**154**	**150**	97.4%
Telecomm	Resolved within 16 IOT Business Hours	**637**	**472**	74.1%
Unified Communications	Resolved within 16 IOT Business Hours	**173**	**165**	95.4%
Account Managment				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	**890**	**889**	99.9%
New Network Account Requests	99.0% Created within 2 IOT Business Days	**1565**	**1561**	99.7%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	**44**	**41**	93.2%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	**571**	**547**	95.8%

Customer Service Area	Target	Calls	Compliance
Call Abandonment Rate	Less than 5% Abandonment	7,938	1.8%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	7,682	93.6%

Network Availablity	Target	Devices	Compliance
CAN	99.9% within IOT Business Hours	-	100.0%
Switch	99.9% within IOT Business Hours	-	99.7%
VPN	99.9% within IOT Business Hours	-	100.0%
WAN	98.9% within IOT Business Hours	-	99.9%

Overall Average Mainframe Availablity			99.9%
DB2 Connect	99.9% within IOT Business Hours	-	99.9%
IBM Mainframe	99.9% within IOT Business Hours	-	99.9%
IMS Region	99.9% within IOT Business Hours	-	99.9%

Overall Average Windows, Linux Server Availablity		2,024	99.5%
Citrix (Farm)	99.9% within IOT Business Hours	113	100.0%
Email (Farm)	99.9% within IOT Business Hours	24	100.0%
Shared File	99.9% within IOT Business Hours	1,023	99.0%
SQL / Oracle	99.9% within IOT Business Hours	211	99.4%
Web / Applications	99.9% within IOT Business Hours	653	99.3%

In compliance   Within Tolerance   Out of compliance   Insufficient data available this month